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**BEFORE THE PUBLIC UTILITIES COMMISSION OF THE  
STATE OF CALIFORNIA**

Application of Southern California Edison  
Company (U 338-E) for Approval of its  
2012- 2014 California Alternate Rates for Energy  
(CARE) and Energy Savings Assistance  
Programs and Budgets.

A.11-05-017  
(Filed May 16, 2011)

And Related Matters

A.11-05-018  
A.11-05-019  
A.11-05-020

**MONTHLY REPORT OF SOUTHERN CALIFORNIA EDISON COMPANY (U 338-E)**  
**ON LOW INCOME ASSISTANCE PROGRAMS FOR APRIL 2016**

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Dated: **May 23, 2016**

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**MONTHLY REPORT OF SOUTHERN CALIFORNIA EDISON COMPANY (U 338-E)  
ON LOW INCOME ASSISTANCE PROGRAMS FOR APRIL 2016**

Southern California Edison Company (SCE) hereby submits the attached Low Income Assistance Programs Monthly Report for April 2016. The information contained in this report supersedes all prior reports submitted by SCE.

Respectfully submitted,

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**Attachment**

**ESA and CARE Program Report**

**Southern California Edison Company's (SCE)  
Energy Savings Assistance (ESA) Program  
and  
California Alternate Rate for Energy (CARE)  
Program Monthly Report  
April 2016**

# LOW INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

## TABLE OF CONTENTS

Title	Page
<b>1. Energy Savings Assistance Program Executive Summary .....</b>	<b>1</b>
1.1. Energy Savings Assistance (formerly referred to as Low Income Energy Efficiency or LIEE) Program Overview .....	1
1.2. Whole Neighborhood Approach Evaluation .....	1
1.3. Energy Savings Assistance Program Customer Outreach and Enrollment Update .....	2
1.4. Leveraging Success Evaluation, Including CSD .....	2
1.5. Workforce Education & Training .....	2
<b>2. California Alternate Rates for Energy (CARE) Executive Summary .....</b>	<b>3</b>
2.1. CARE Program Summary .....	3
2.2. Outreach .....	4
2.3. Recertification Complaints .....	8
<b>3. Aliso Canyon Reporting Updates .....</b>	<b>8</b>
3.1. Aliso Canyon Reporting Summary .....	8
3.2. SCE Report on Intensified ESA Program Efforts in Response to the Aliso Canyon Natural Gas Leak Emergency (Pursuant to D.16-04-040) .....	9
<b>Appendix A: Energy Savings Assistance Program and CARE Tables</b>	

## LOW INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

### 1. Energy Savings Assistance Program Executive Summary

#### 1.1. Energy Savings Assistance (formerly referred to as Low Income Energy Efficiency or LIEE) Program Overview

- 1.1.1. Provide a summary of the Energy Savings Assistance Program elements as approved in Decision (D.) 12-08-044:

Program Summary for Month			
2016	Authorized / Planning Assumptions	Year-to-Date Actual	%
Budget	\$36,368,315	\$16,926,265	47%
Homes Treated	43,695	15,211	17%
kWh Saved	N/A	8,906,587	N/A
kW Demand Reduced	N/A	1,504	N/A
Therms Saved	N/A	N/A	N/A

#### 1.2. Whole Neighborhood Approach Evaluation

- 1.2.1. Provide a summary of the geographic and customer segmentation strategy employed (i.e., tools and analysis used to segment “neighborhoods,” how neighborhoods are segmented and how this information is communicated to the contractor/CBO).

SCE continues to enroll customers through the paperless enrollment process, that utilizes tablet PCs and portable scanners during assessment to streamline and expedite enrollments. Specifically, use of the tablet PCs and portable scanners, eliminates the need for paper copies which ensures protection of customer data, in addition to benefitting the environment. SCE has made the software available to interested service providers at no charge which is meant to complement the Whole Neighborhood Approach by reducing the program’s carbon footprint and maximizing efficiencies.

During April 2016, there were 27 assessors, representing four contractors that utilized the paperless enrollment process enrolling approximately 1213 households.

### **1.3. Energy Savings Assistance Program Customer Outreach and Enrollment Update**

- 1.3.1. Provide a summary of the Energy Savings Assistance program outreach and enrollment strategies deployed this month.

During the month of April, SCE continued its efforts to reach out to existing CARE customers to enroll them in the ESA program by sending approximately 100,000 direct mail letters. This direct mailer provided information on energy-saving benefits and available ESA program measures. It also included a link to the ESA program page on SCE.com as well as the name and contact information for the customer's local ESA program assessment contractor, allowing for more convenient enrollment options, and for contractors to receive the interested customers' information directly.

### **1.4. Leveraging Success Evaluation, Including CSD**

- 1.4.1. Please provide a status of the leveraging effort with CSD. What new steps or programs have been implemented? What was the result in terms of new enrollments?

For the past several years, SCE has provided refrigerators to contractors for installation through the Low Income Home Energy Assistance Program (LIHEAP) at no cost. SCE believes this approach enables contractors to utilize measures and services from both LIHEAP and the ESA Program to better serve SCE's customers. SCE continues to work with the California Department of Community Services and Development (DCSD), service contractors, and the California Public Utilities Commission (CPUC) to successfully leverage ESA Program and LIHEAP services.

### **1.5. Workforce Education & Training**

- 1.5.1. Please summarize efforts to improve and expand Energy Savings Assistance Program workforce education and training. Describe steps taken to hire and train low income workers and how such efforts differ from prior program years.

SCE contracts with a mixture of local private contractors (LPCs), community-based organizations (CBOs) and faith-based organizations (FBOs) to provide ESA program services. SCE implemented a mechanism to track the actual number of jobs at these organizations, including executive, clerical and other ancillary positions, supporting SCE's ESA Program. Currently, the organizations, most of which are situated in the low-income and disadvantaged communities, provide 622

jobs that support SCE's ESA Program, including executive, clerical and other ancillary positions.

During the 2016 Program Year, SCE has conducted four (4) Enrollment & Assessment Workshop, which provides training to agency outreach staff on the policies and procedures related to home assessment. The four-day training workshop provides participants with three (3) days of comprehensive instruction on income documentation, customer and measure eligibility, and hands-on exercises that were the direct result of feedback received from service providers and trainees. The fourth day consists of an extensive discussion of energy education-related topics and demonstrations used to gauge the participants' understanding of the material.

In April, three new jobs were created to support SCE's ESA Program.

## **2. California Alternate Rates for Energy (CARE) Executive Summary**

### **2.1. CARE Program Summary**

2.1.1. Please provide CARE program summary costs

<b>CARE Budget Categories</b>	<b>Authorized Budget</b>	<b>Expenses Year-to-Date</b>	<b>% of 2016 Budget Spent</b>
Outreach	\$1,306,500	\$479,845	37%
Processing / Certification Re-certification	\$294,000	\$234,452	80%
Post Enrollment Verification	\$711,825	\$180,347	25%
IT Programming	\$500,000	\$25,155	5%
Cooling Centers	\$0	\$11,202	N/A
Pilot (CHANGES)	\$110,160	\$37,476	34%
Measurement & Evaluation	\$25,000	\$2,379	10%
Regulatory Compliance	\$132,000	\$83,848	64%
General Administration	\$362,500	\$182,386	50%
CPUC Energy Division Staff	\$70,000	\$24,933	36%
<b>Total Expenses</b>	<b>\$3,511,985</b>	<b>\$1,250,821</b>	<b>36%</b>
<b>Subsidies and Benefits</b>	<b>\$208,400,000</b>	<b>\$92,361,090</b>	<b>44%</b>
<b>Total Program Costs &amp; Discounts</b>	<b>\$211,911,985</b>	<b>\$93,611,911</b>	<b>44%</b>



2.1.2. Please provide the CARE program penetration rate to date

<b>CARE Penetration</b>		
Participants	Estimated Eligible Participants	Year-to-Date Penetration Rate
1,262,687	1,520,058	83%

**2.2. Outreach**

2.2.1. Discuss utility outreach activities and those undertaken by third parties on the utility's behalf.

CARE and Family Electric Rate Assistance (FERA) outreach efforts and communications to SCE's in-language and under-penetrated areas continue to be a priority. SCE's CARE/FERA programs partner with internal departments such as Equal Opportunity, Local Public Affairs (LPA), Consumer Affairs, Offer Management and Marketing, Corporate Communications, Strategic Engagement, Business Solutions, and the Mobile Energy Unit (MEU), as well as various chambers, foundations, faith-based and community-based organizations in outreach activities that target SCE's hard-to-reach customer base.

SCE's Customer Contact Center (CCC) continues to utilize the online CARE enrollment application at [sce.com](http://sce.com) to directly enroll customers into the CARE Program or a Customer Service Representative may assist a customer in enrolling in the program over the phone or by mailing a CARE application to the customer. During the month of April, SCE enrolled 6,518 eligible low income customers through CCC outreach efforts. This includes all web, phone and mail enrollments performed by the CCC.

SCE representatives provided information about available programs and services that help lower electricity usage to more than 5,800 customers at 32 outreach events during the month of April by answering questions, and providing personal contact between the customer and the utility. April is one of the busiest months for outreach events, as Earth Day is celebrated on April 22. These celebrations and community events included the 24<sup>th</sup> Annual Earth Day celebration in Montclair, Children's Earth Day in Culver City and the Amgen Earth Day Fair in Thousand Oaks. New for SCE was participating in the Long Beach Formula E "ePrix" celebrating electric vehicles at the Grand Prix of Long Beach on April 2. At each of these events, as well as all events customer received energy saving tips, as well as information on SCE's Income Qualified Programs.

<b>Event Date</b>	<b>Event Name</b>	<b>Location</b>	<b>Estimated Customer Interactions</b>
4/1/16	Annual Sustainability Fair	Claremont	170
4/1/16	Eleventh Annual Earth Day @ Porterville Education Center	Porterville	350
4/2/16	Formula E ePrix	Long Beach	300
4/2/16	Earth Day & Open House	Rancho Cucamonga	165
4/2/16	CA Earned Income Tax Credit Fair	San Bernardino	100
4/2/16	Conference for Healthy Aging	Pasadena	300
4/15/16	24th Annual Earth Day Festival	Montclair	300
4/16/16	Healthy RC Earth Day Celebration	Rancho Cucamonga	175
4/16/16	Conservation Fair & Earth Day Celebration	Yucca Valley	200
4/16/16	Earth Day Festival	Santa Barbara	176
4/17/16	STAR Eco Station Children's Earth Day	Culver City	80
4/19/16	Leisure World/Seal Beach	Seal Beach	50

Event Date	Event Name	Location	Estimated Customer Interactions
4/20/16	Boeing Earth Day	Long Beach	150
4/20/16	San Gabriel/Pomona Regional Center	Pomona	500
4/20/16	Colorado Center Earth Day	Santa Monica	122
4/20/16	Earth Fair	Santa Monica	120
4/20/16	CSU Channel Islands STEM Expo	Ventura	400
4/21/16	Amgen Earth Day Fair	Thousand Oaks	150
4/21/16	Earth Day Celebration	Chino	248
4/21/16	CSU Dominguez Hills Earth Day	Carson	250
4/22/16	Kaiser Earth Day Fair	Burbank	120
4/22/16	Earth Day Expo	Loma Linda	186
4/23/16	Artesia Earth Day Expo	Artesia	196
4/23/16	Conservation Fair & Earth Day Celebration	Barstow	250

Event Date	Event Name	Location	Estimated Customer Interactions
4/23/16	Claremont Earth Day	Claremont	100
4/23/16	Ojai Earth Day	Ojai	225
4/23/16	Palos Verdes Estates Energy & Environmental Expo	Palos Verdes Estates	90
4/24/16	Music & Arts and Earth Day Celebration	Hacienda Heights	70
4/24/16	LunaFest benefiting Bloom Again Foundation	Los Angeles	80
4/27/16	B Braun Medical Earth Day	Irvine	203
4/30/16	Green Prize Festival	Long Beach	179

The CARE/FERA Capitation Fee Program team is continuing its efforts to re-engage existing Capitation agencies while strategically registering additional contractors to overcome enrollment barriers, including language, culture, and special needs, as a means of enrolling the hardest-to-reach customers. As a result of these efforts, the Capitation Fee Program continues to show increased enrollments from agencies that were previously inactive. In April, capitation contractors successfully enrolled 212 new customers in the CARE Program.

Current and ongoing campaign strategies and efforts for 2016 include the following:

- Leveraging events sponsored by communities and cultural celebrations to reach populations that may be eligible to enroll in the CARE Program.
- Partnering with SCE personnel to leverage existing SCE relationships with FBOs, CBOs, and local governments.

- Utilizing existing channels to develop creative approaches for agencies to conduct CARE/FERA outreach, including employment information workshops, faith- and community- based publications, school events, retail shopping malls, and community fairs.

2.2.2. Describe the efforts taken to reach and coordinate the CARE program with other related low income programs to reach eligible customers.

SCE enrolls new CARE customers through the Energy Assistance Fund (EAF), a program that provides utility payment assistance through voluntary customer, employee, and SCE shareholder donations. The EAF income requirements are the same as CARE's.

SCE coordinates CARE enrollment with other income-qualified programs, such as ESA, LIHEAP, as well as other low income-qualified programs offered through SoCalGas, and certain water utilities. ESA participants are automatically enrolled in CARE each month, and LIHEAP participants are automatically enrolled in CARE quarterly. In April, SCE enrolled 3,394 eligible customers in CARE through data sharing with LIHEAP, ESA, SoCalGas, water utilities, and SCE's EAF Program, which enrolled 95 new households. The CARE Program continuously integrates its efforts and messaging with the ESA Program at all outreach events, communications, and marketing campaigns.

### **2.3. Recertification Complaints**

SCE received no CARE recertification complaints in April.

## **3. Aliso Canyon Reporting Updates**

### **3.1. Aliso Canyon Reporting Summary**

Pursuant to Ordering Paragraph 10 of D.16-04-040, issued April 28, 2016, SCE must track and report on its intensified emergency ESA program efforts in response to the Aliso Canyon Gas Storage Facility natural gas leak immediately on a monthly basis to the Commission's Energy Division. SCE will fulfill this obligation by providing this new Section 3 in the ESA and CARE Monthly Report for the period of time outlined in the Decision.

Because the Decision was issued in late April, SCE had only a very limited time to initiate its intensified ESA program efforts in April 2016. However, SCE is expeditiously acting to implement the requirements of D.16-04-040, and will have additional information available for future monthly reports.

**3.2. SCE Report on Intensified ESA  
Program Efforts in Response to the Aliso  
Canyon Natural Gas Leak Emergency  
(Pursuant to D.16-04-040)**

**3.2.1. Coordination with SoCalGas**

Because the Decision was issued in late April, SCE did not have sufficient time to coordinate with SoCalGas on intensified ESA Program efforts in April 2016.

**3.2.2. SCE Internal System Changes Needed to Implement  
Intensified ESA Program Efforts Ordered in D.16-04-  
040**

Because the Decision was issued in late April, SCE did not have sufficient time to initiate internal system changes in April 2016.

**3.2.3. Targeted Marketing Efforts**

As noted in Section 1.3.1., above, SCE sent out approximately 100,000 direct mail letters during the month of April as part of the ongoing ESA program marketing effort to reach out to existing CARE customers. Although this direct mailing occurred prior to the issuance of D.16-04-040 and was not specifically targeted to customers in communities affected by the Aliso Canyon Natural Gas Leak Emergency, SCE notes that, because the mailing list included CARE customers from all parts of SCE's service territory, some portion of the letters did go out to customers in the affected communities.

**3.2.4. Savings Per Household Average for Homes Treated  
Pursuant to the Suspension of the "Three Measure  
Minimum" (or "3MM") and the "Go Back Rule"**

Because the Decision was issued in late April, SCE did not have sufficient time to treat any homes in April pursuant to the suspension of the 3MM and/or the Go Back Rule and, therefore, cannot provide an average savings per household for April 2016.

**3.2.5. Average Energy Savings Increase in the Affected  
Region as Compared to Pre-Emergency Savings**

Because the Decision was issued in late April, SCE did not have sufficient time to treat any homes in the affected region in April pursuant to D.16-04-040 and, therefore, cannot provide average post-emergency energy savings information for April 2016.

## Appendix A: Energy Savings Assistance Program and CARE Tables

Program	Table	Title
Energy Savings Assistance Program	Table 1	Energy Savings Assistance Program Expenses
Energy Savings Assistance Program	Table 2	Expenses and Energy Savings by Measures Installed
Energy Savings Assistance Program	Table 3	Average Bill Savings per Treated Home
Energy Savings Assistance Program	Table 4A	Homes Treated
Energy Savings Assistance Program	Table 4B	Homes Unwilling/Unable to Participate
Energy Savings Assistance Program	Table 5	Customer Summary
Energy Savings Assistance Program	Table 6	Expenditures for Pilots and Studies
CARE	Table 1	CARE Program Expenses
CARE	Table 2	CARE Enrollment, Recertification, Attrition, and Penetration
CARE	Table 3A&B	CARE Post-Enrollment Verification Results
CARE	Table 4	CARE Self-Certification and Re-Certification Applications
CARE	Table 5	Enrollment by County
CARE	Table 6	Recertification Results
CARE	Table 7	Capitation Contractors
CARE	Table 8	Participants as of Month End
CARE	Table 9	CHANGES Expenditures
CARE	Table 10	CHANGES One-On-One Assistance
CARE	Table 11	CHANGES Group Assistance
CARE	Table 10	CHANGES One-On-One Assistance (June 2015)
CARE	Table 11	CHANGES Group Assistance (June 2015)



	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 1												
2	Energy Savings Assistance Program Expenses												
3	Through April 2016 - Southern California Edison												
4		Authorized Bridge Budget [1]			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
5	ESA Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Energy Efficiency												
7	Appliances	\$ 10,509,419		\$ 10,509,419	\$ 1,126,621		\$ 1,126,621	\$ 4,688,590		\$ 4,688,590	45%		45%
8	Domestic Hot Water	\$ 25,703		\$ 25,703	\$ 1,312		\$ 1,312	\$ 7,880		\$ 7,880	31%		31%
9	Enclosure	\$ 133,770		\$ 133,770	\$ 6,888		\$ 6,888	\$ 23,733		\$ 23,733	18%		18%
10	HVAC	\$ 13,653,308		\$ 13,653,308	\$ 1,862,821		\$ 1,862,821	\$ 6,706,635		\$ 6,706,635	49%		49%
11	Maintenance	\$ 116,667		\$ 116,667	\$ -		\$ -	\$ 260		\$ 260	0%		0%
12	Lighting	\$ 1,636,201		\$ 1,636,201	\$ 174,424		\$ 174,424	\$ 714,010		\$ 714,010	44%		44%
13	Miscellaneous	\$ 2,363,466		\$ 2,363,466	\$ 361,861		\$ 361,861	\$ 1,484,752		\$ 1,484,752	63%		63%
14	Customer Enrollment	\$ 2,806,835		\$ 2,806,835	\$ 318,479		\$ 318,479	\$ 1,355,298		\$ 1,355,298	48%		48%
15	In Home Education	\$ 622,703		\$ 622,703	\$ 48,443		\$ 48,443	\$ 198,098		\$ 198,098	32%		32%
16	Pilot	\$ -		\$ -			\$ -	\$ -		\$ -	0%		0%
17	Energy Efficiency TOTAL	\$ 31,868,069		\$ 31,868,069	\$ 3,900,848		\$ 3,900,848	\$ 15,179,256		\$ 15,179,256	48%		48%
18	Training Center	\$ 162,978		\$ 162,978	\$ 6,769		\$ 6,769	\$ 35,524		\$ 35,524	22%		22%
19	Inspections	\$ 789,769		\$ 789,769	\$ 96,795		\$ 96,795	\$ 335,823		\$ 335,823	43%		43%
20	Marketing and Outreach	\$ 686,500		\$ 686,500	\$ 34,794		\$ 34,794	\$ 253,600		\$ 253,600	37%		37%
21	Statewide Marketing Education and Outreach [2]	\$ 60,000		\$ 60,000	\$ -		\$ -	\$ -		\$ -	0%		0%
22	Measurement and Evaluation Studies	\$ 100,000		\$ 100,000	\$ 40,700		\$ 40,700	\$ (7,020)		\$ (7,020)	-7%		-7%
23	Regulatory Compliance	\$ 303,000		\$ 303,000	\$ 17,497		\$ 17,497	\$ 161,986		\$ 161,986	53%		53%
24	General Administration	\$ 2,368,000		\$ 2,368,000	\$ 228,665		\$ 228,665	\$ 956,410		\$ 956,410	40%		40%
25	CPUC Energy Division	\$ 30,000		\$ 30,000	\$ 6,785		\$ 6,785	\$ 10,686		\$ 10,686	36%		36%
26	TOTAL PROGRAM COSTS	\$ 36,368,315		\$ 36,368,315	\$ 4,332,853		\$ 4,332,853	\$ 16,926,265		\$ 16,926,265	47%		47%
27													
28	Indirect Costs				\$ 81,608		\$ 81,608	\$ 347,031		\$ 347,031			
29	NGAT Costs												
30													
31													
32	[1] Budget levels reflect the corresponding 50% of 2015 program budgets as authorized in D. 15-12-024 which adopted bridge funding From January 1, 2016 to June 30, 2016.												
33	[2] Total costs for Training Center, Inspections, Marketing and Outreach, M&E Studies, Regulatory Compliance, General Administration, and CPUC Energy Division settling to prior cycle ESA accounting are not included in ESA Table												
34	[3] Financial data for Energy Efficiency total monthly and year-to-date expenses are obtained from EMAPS; financial data for Training Center, Inspections, Marketing & Outreach, Measurement & Evaluation Studies, Regulatory Compliance, General Administration, and CPUC Energy Division monthly and year-to-date expenses are obtained from SAP.												
35													

	A	B	C	D	E	F	G	H	
	Energy Savings Assistance Program Table 2								
	Program Expenses and Energy Savings by Measures Installed								
	Through April 2016 - Southern California Edison								
1	3		Units	Quantity Installed	Year-To-Date Completed & Expensed Installation				
4 Measures					kWh [4] (Annual)	kW [4] (Annual)	Therms (Annual)	Expenses [5] (\$)	% of Expenditure
2	5 Appliances								
3	6 High Efficiency Clothes Washer	Each							
4	7 Refrigerators	Each	4,729	3,660,004		441		4,688,590	
5	8 Microwaves [6]	Each						31%	
6	9 Domestic Hot Water								
7	10 Water Heater Blanket	Home	24	2,181		0		1,270	
8	11 Low Flow Shower Head	Home	127	14,474		2		4,020	
9	12 Water Heater Pipe Insulation	Home	47	4,014		0		926	
10	13 Faucet Aerator	Home	127	21,974		3		1,664	
11	14 Water Heater Repair/Replacement	Each						0%	
12	15 Thermostatic Shower Valve	Each							
13	16 Enclosure								
14	17 Air Sealing / Envelope [1]	Home	281	71,209		28		23,733	
15	18 Attic Insulation	Home		-				0%	
16	19 HVAC								
17	20 FAU Standing Pilot Conversion	Each							
18	21 Furnace Repair/Replacement	Each							
19	22 Room A/C Replacement	Each	287	28,151		4		226,223	
20	23 Central A/C Replacement	Each	929	188,289		29		2,821,006	
21	24 Heat Pump Replacement	Each	72	43,963		20		300,989	
22	25 Evaporative Cooler (Replacement)	Each						2%	
23	26 Evaporative Cooler (Installation)	Each	3,282	1,570,378		243		3,158,017	
24	27 Duct Testing and Sealing	Home		933	23,823	4		200,400	
25	28 Maintenance							21%	
26	29 Furnace Clean and Tune	Home		0				1%	
27	30 Central A/C Tune up	Home	2	408		0		260	
28	31 Lighting							0%	
29	32 Compact Fluorescent Lights (CFL)	Each	67,492	1,121,816		143		480,388	
30	33 Interior Hard wired CFL fixtures	Each						3%	
31	34 Exterior Hard wired CFL fixtures	Each	808	28,280		4		68,680	
32	35 Torchiere	Each	2,900	260,823		33		164,942	
33	36 Occupancy Sensor	Each						1%	
34	37 LED Night Lights	Each							
35	38 Miscellaneous								
36	39 Pool Pumps	Each	951	1,657,779		521		1,158,729	
37	40 Smart Power Strips	Each	8,601	209,020		28		326,023	
38	41 New Measures							8%	
39	42							2%	
40	43 Pilots								
41	44								
42	45 Customer Enrollment								
43	46 Outreach & Assessment	Home	20,292					1,355,298	
44	47 In-Home Education	Home	13,224					198,098	
45	48							9%	
46	49 Total Savings/Expenditures			8,906,587		1,504		15,179,256	
47	50								
48	51 Households Weatherized [2]			290					
49	52								
50	53 Households Treated								
51	54 - Single Family Households Treated	Home	11,355						
52	55 - Multi-family Households Treated	Home	2,661						
53	56 - Mobile Homes Treated	Home	1,195						
54	57 Total Number of Households Treated	Home	15,211						
55	58 # Eligible Households to be Treated for PY [3]	Home	87,389						
56	59 % of Households Treated	%	17%						
57	60 - Master-Meter Households Treated	Home	1,134						
58	61								
59	[1] "Air Sealing / Envelope" may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.								
60	[2] Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs Based on Attachment H of D.12-08-044								
61	[3] All savings are calculated based on the "Impact Evaluation of the 2009 CA Low Income Energy Efficiency Program, Final Report." June 16, 2011, when data are available, and other sources as described in Attachment A-2 of SCE's Testimony in Support of Application for Approval of Low Income Programs and Budgets for Program Years 2012 - 2014, filed May 16, 2011.								
62	[4] Costs exclude support costs that are included in Table 1.								
63	[5] Costs exclude support costs that are included in Table 1.								
64									
65									
66									

		A	B
	<b>Energy Savings Assistance Program Table 3</b>		
1	<b>Average Bill Savings per Treated Home</b>		
2	<b>Through April 2016 - Southern California Edison</b>		
3	<b>Year-to-Date Installations - Expensed</b>		
4	Annual kWh Savings		8,906,587
5	Annual Thermo Savings		
6	Lifecycle kWh Savings		111,673,652
7	Lifecycle Therm Savings		
8	Current kWh Rate		0.13
9	Current Therm Rate		
10	Number of Treated Households		15,211
11	Average 1st Year Bill Savings / Treated households		<b>\$ 76.12</b>
12	Average Lifecycle Bill Savings / Treated Household		<b>\$954.41</b>

	A	B	C	D	E	F	G
	Energy Savings Assistance Program Table 4A						
1	Energy Savings Assistance Program Homes Treated						
2	Through April 2016 - Southern California Edison						
3		Eligible Households			Households Treated YTD		
4	County	Rural	Urban	Total	Rural	Urban	Total
5	Fresno	-	506	422	-	-	-
6	Imperial	115	-	146	-	1	1
7	Inyo	1,609	8	1,756	2	-	2
8	Kern	19,087	13,054	30,031	381	5	386
9	Kings	9,796	-	9,513	142	-	142
10	Los Angeles	3,311	628,253	627,180	233	5,657	5,890
11	Madera	-	3	3	-	-	-
12	Mono	2,830	1	3,585	-	-	-
13	Orange	-	222,906	217,867	-	1,414	1,414
14	Riverside	103,404	106,849	212,908	367	2,886	3,253
15	San Bernardino	43,258	220,775	255,626	658	2,437	3,095
16	San Diego	3	-	2	-	-	-
17	Santa Barbara	-	23,061	20,890	-	4	4
18	Tulare	48,521	14,663	64,633	465	175	640
19	Ventura	2,607	67,686	67,233	91	293	384
20	Total	234,541	1,297,765	1,511,794	2,339	12,872	15,211

	A	B	C	D	E	F	G	H	I
1	Energy Savings Assistance Program Table 4B								
2	Homes Unwilling / Unable to Participate								
3	Through April 2016 - Southern California Edison								
4		Reason Provided							
	County	Customer Declined Program Measures or is Non-Responsive	Customer Unavailable - Scheduling Conflicts	Hazardous Environment (unsafe/unclean)	Insufficient feasible Measures	Ineligible Dwelling - Prior Program Participation	Household Income Exceeds Allowable Limits	Unable to Provide Required Documentation	Other
5	Fresno	0	0	0	0	0	0	0	0
6	Imperial	0	0	0	0	0	0	0	0
7	Inyo	0	0	0	0	1	0	0	0
8	Kern	0	5	0	75	183	1	20	103
9	Kings	1	0	0	53	78	1	3	10
10	Los Angeles	39	29	21	777	4,117	40	1,187	2,374
11	Madera	0	0	0	0	0	0	0	0
12	Mono	0	0	0	1	0	1	0	0
13	Orange	10	26	0	246	1,043	26	477	602
14	Riverside	35	19	1	721	1,478	18	694	737
15	San Bernardino	21	23	4	1,107	2,214	20	603	698
16	Sandiego	0	0	0	0	0	0	0	0
17	Santa Barbara	0	0	0	1	0	0	0	0
18	Tulare	3	7	4	247	436	4	6	37
19	Ventura	1	4	0	44	92	1	29	83
20	<b>Total</b>	<b>110</b>	<b>113</b>	<b>30</b>	<b>3,272</b>	<b>9,642</b>	<b>112</b>	<b>3,019</b>	<b>4,644</b>
21									
22	1. "Other" column contents were redefined for program month June 2014 going forward to more accurately count households which are Unwilling or Unable to participate in the program.								
23	2. To obtain a grand total count of "Unwilling or Unable" income eligible households, add subtotals from all columns except Column F (Ineligible Dwelling - Prior Program Participation) and Column G (Household Income Exceeds Allowable Limits). Households in Column F should not be counted as Unwilling/Unable because those households already demonstrated their willingness/ability to participate. Households in Column G should not be counted as Unwilling/Unable because those households are not income eligible, and therefore not included in the annual counts of estimated income eligible homes.								
24	3. Table contains unique counts. Households are not double counted across columns.								

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	
1	Energy Savings Assistance Program Table 5																	
2	Energy Savings Assistance Program Customer Summary																	
3	Through April 2016 - Southern California Edison																	
4	2015	Gas & Electric				Gas Only				Electric Only				Total				
5		# of Household	(Annual)			# of Household	(Annual)			# of Household	(Annual)			# of Household	(Annual)			
6			Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW	
7			January										3,644			1,390,425	232	3,644
8	February										6,842		3,881,836	657	6,842		3,881,836	657
9	March										11,130		6,711,579	1,132	11,130		6,711,579	1,132
10	April										15,211		8,906,587	1,504	15,211		8,906,587	1,504
11	May																-	-
12	June																-	-
13	July																-	-
14	August																-	-
15	September																-	-
16	October																-	-
17	November																-	-
18	December																-	-
19	YTD										15,211		8,906,587	1,504	15,211		8,906,587	1,504
20	Figures for each month are YTD. Therms and kWh savings are annual figures. Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month in ESA Table 2.																	

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	CARE Table 1												
2	CARE Program Expenses												
3	Through April 2016 - Southern California Edison												
4		Authorized Bridge Budget			Current Month Expenses			Year to Date Expenses [2][3][4]			% of Budget Spent YTD		
5	CARE Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Outreach	\$ 1,306,500		\$ 1,306,500	\$ 126,378		\$ 126,378	\$ 479,845		\$ 479,845	36.7%		37%
7	Processing / Certification Re-certification	\$ 294,000		\$ 294,000	\$ 91,246		\$ 91,246	\$ 234,452		\$ 234,452	79.7%		80%
8	Post Enrollment Verification	\$ 711,825		\$ 711,825	\$ 41,409		\$ 41,409	\$ 180,347		\$ 180,347	25.3%		25%
9	IT Programming	\$ 500,000		\$ 500,000	\$ 2,120		\$ 2,120	\$ 25,155		\$ 25,155	5.0%		5%
10	Cooling Centers	\$ -		\$ -	\$ 1,845		\$ 1,845	\$ 11,202		\$ 11,202			0%
11	Pilots (CHANGES)	\$ 110,160		\$ 110,160	\$ 18,549		\$ 18,549	\$ 37,476		\$ 37,476	34.0%		34%
12													
13	Measurement and Evaluation	\$ 25,000		\$ 25,000	\$ 2,446		\$ 2,446	\$ 2,379		\$ 2,379	9.5%		10%
14	Regulatory Compliance	\$ 132,000		\$ 132,000	\$ (2,747)		\$ (2,747)	\$ 83,848		\$ 83,848	63.5%		64%
15	General Administration	\$ 362,500		\$ 362,500	\$ 42,264		\$ 42,264	\$ 182,386		\$ 182,386	50.3%		50%
16	CPUC Energy Division	\$ 70,000		\$ 70,000	\$ 15,831		\$ 15,831	\$ 24,933		\$ 24,933	35.6%		36%
17													
18	SUBTOTAL MANAGEMENT COSTS	\$ 3,511,985		\$ 3,511,985	\$ 337,496		\$ 337,496	\$ 1,250,821		\$ 1,250,821	36%		36%
19													
20	CARE Rate Discount	\$ 208,400,000		\$ 208,400,000	\$ 19,420,637		\$ 19,420,637	\$ 92,361,090		\$ 92,361,090	44%		44%
21													
22	TOTAL PROGRAM COSTS AND CUSTOMER DISCOUNTS	\$ 211,911,985		\$ 211,911,985	\$ 19,758,132		\$ 19,758,132	\$ 93,611,911		\$ 93,611,911	44%		44%
23													
24	Other CARE Rate Benefits												
25	- DWR Bond Charge Exemption				\$ 2,249,886		\$ 2,249,886	\$ 7,782,081		\$ 7,782,081			
26	- CARE PPP Exemption [1]				\$ 3,051,330		\$ 3,051,330	\$ 10,554,177		\$ 10,554,177			
27	- California Solar Initiative Exemption				\$ 809,792		\$ 809,792	\$ 2,800,972		\$ 2,800,972			
28	- kWh Surcharge Exemption												
29	Total Other CARE Rate Benefits				\$ 6,111,008		\$ 6,111,008	\$ 21,137,230		\$ 21,137,230			
30													
31	Indirect Costs				\$ 80,016		\$ 80,016	\$ 277,657		\$ 277,657			
32	[1] Budget levels reflect the corresponding 50% of 2015 program budgets as authorized in D. 15-12-024 which adopted bridge funding From January 1, 2016 to June 30, 2016.												
33	[2] Monthly and year-to-date expenses data was obtained from SAP database. Subtotal Management Costs for 2015-2017 program cycle exclude Cooling Centers total costs.												
34	[3] Total costs settled to prior cycle CARE accounting are not addressed in CARE Table 1.												

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	
1	CARE Table 2																									
2	Enrollment, Recertification, Attrition, & Penetration																									
3	Through April 2016 - Southern California Edison																									
4		New Enrollment								Recertification <sup>(4)</sup>					Attrition (Drop Offs) <sup>(5)</sup>					Enrollment						
5		Automatic Enrollment			Self-Certification (Income or Categorical)					Capitation	Total New Enrollment (E+H+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response <sup>(6)</sup>	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)	Gross (K+O)	Net Adjusted (K-T)	Total CARE Participants			
6	2015	Inter-Utility <sup>(1)</sup>	Intra-Utility <sup>(2)</sup>	Leveraging <sup>(3)</sup>	Combined (B+C+D)	Online	Paper	Phone	Combined (F+G+H)																	
7	January	1,324	890	0	2,214	3,873	6,343	6,510	16,726	210	19,150	21,847	14,164	0	36,011	8,733	199	703	13,755	23,390	55,161	-4,240	1,277,380	1,520,058	84.0%	
8	February	1,875	234	0	2,109	3,225	7,514	6,082	16,821	261	19,191	14,493	10,612	0	25,105	7,074	96	524	17,032	24,726	44,296	-5,535	1,271,845	1,520,058	83.7%	
9	March	2,500	715	0	3,215	2,988	9,786	5,841	18,615	244	22,074	19,593	15,298	0	34,891	11,002	164	683	19,383	31,232	56,965	-9,158	1,262,587	1,520,058	83.1%	
10	April	3,048	346	0	3,394	2,940	12,600	5,312	20,852	212	24,458	27,348	14,622	0	41,970	8,338	111	1,119	12,626	22,194	66,428	2,264	1,264,951	1,520,058	83.2%	
11	May																									
12	June																									
13	July																									
14	August																									
15	September																									
16	October																									
17	November																									
18	December																									
19	YTD Total	8,747	2,185	-	10,932	13,026	36,243	23,745	73,014	927	84,873	83,281	54,696	-	137,977	35,147	570	3,029	62,796	101,542	222,850	-16,669	1,264,951	1,520,058	83.2%	
20	<sup>(1)</sup> Enrollments via data sharing between the IOUs.																									
21	<sup>(2)</sup> Enrollments via data sharing between departments and/or programs within the utility.																									
22	<sup>(3)</sup> Enrollments via data sharing with programs outside the IOU that serve low-income customers.																									
23	<sup>(4)</sup> Recertification results are tied to the month initiated. Therefore, recertification results may be pending due to the time permitted for a participant to respond.																									
24	<sup>(5)</sup> Numbers are not tied to month initiated but are operational and reflect customer enrollment status changes that were triggered that month; these numbers differ from the tied to month initiated numbers provided elsewhere in this report.																									
25	<sup>(6)</sup> No response includes no response to both Recertification and Verification.																									
26	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																									



[illegible]

	A	B	C	D	E	F	G
	<b>CARE Table 4</b>						
	<b>CARE Self-Certification and Self-Recertification Applications Through April 2016 - Southern California Edison</b>						
1							
2							
3		<b>Provided [2]</b>	<b>Received</b>	<b>Approved</b>	<b>Denied [4]</b>	<b>Pending/Never Completed [5]</b>	<b>Duplicates</b>
4	Total (Y-T-D) [1]	406,762	324,398	187,404	27,597	61,313	109,397
5	Percentage [3]	N/A	100%	58%	9%	19%	27%
6							
7	[1] Includes sub-metered customers.						
8	[2] Includes number of applications SCE provided for all direct mailing campaigns, customer calls						
9	[3] Percent of received applications.						
10	[4] Includes all applications received and not approved.						
11	[5] Includes pending recertification responses.						

	A	B	C	D	E	F	G	H	I	J
1	<b>CARE Table 5</b> <b>Enrollment by County</b> <b>Through April 2016 - Southern California Edison</b>									
2										
3	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
4		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
5	Fresno	505	0	<b>505</b>	42	0	<b>42</b>	8%	0%	<b>8%</b>
6	Imperial	0	114	<b>114</b>	0	56	<b>56</b>	0%	49%	<b>49%</b>
7	Inyo	8	1,608	<b>1,616</b>	0	1,064	<b>1,064</b>	0%	66%	<b>66%</b>
8	Kern	13,020	19,013	<b>32,033</b>	9,192	13,725	<b>22,917</b>	71%	72%	<b>72%</b>
9	Kings	0	9,778	<b>9,778</b>	0	8,986	<b>8,986</b>	0%	92%	<b>92%</b>
10	Los Angeles	620,350	3,307	<b>623,657</b>	544,574	1,574	<b>546,148</b>	88%	48%	<b>88%</b>
11	Madera	3	0	<b>3</b>			<b>0</b>	0%	0%	<b>0%</b>
12	Mono	1	2,823	<b>2,824</b>	0	766	<b>766</b>	0%	27%	<b>27%</b>
13	Orange	221,161	0	<b>221,161</b>	160,566	0	<b>160,566</b>	73%	0%	<b>73%</b>
14	Riverside	106,461	103,257	<b>209,718</b>	81,163	93,663	<b>174,826</b>	76%	91%	<b>83%</b>
15	San Bernardino	220,045	43,213	<b>263,258</b>	191,669	37,423	<b>229,092</b>	87%	87%	<b>87%</b>
16	San Diego	0	3	<b>3</b>	0	1	<b>1</b>	0%	33%	<b>33%</b>
17	Santa Barbara	22,487	0	<b>22,487</b>	9,483	0	<b>9,483</b>	42%	0%	<b>42%</b>
18	Tulare	14,614	48,423	<b>63,037</b>	11,969	44,125	<b>56,094</b>	82%	91%	<b>89%</b>
19	Ventura	67,292	2,572	<b>69,864</b>	53,133	1,777	<b>54,910</b>	79%	69%	<b>79%</b>
20	<b>Total</b>	<b>1,285,947</b>	<b>234,111</b>	<b>1,520,058</b>	<b>1,061,791</b>	<b>203,160</b>	<b>1,264,951</b>	<b>83%</b>	<b>87%</b>	<b>83%</b>

	A	B	C	D	E	F	G	H
1	CARE Table 6							
2	Recertification Results							
3	Through April 2016 - Southern California Edison							
4	2015	Total CARE Households	Households Requested to Recertify	% of Households Total (C/B)	Households Recertified <sup>[1]</sup>	Households De-enrolled <sup>[2]</sup>	Recertification Rate % (E/C)	% of Total Households De-enrolled (F/B)
5	January	1,277,380	26,026	2.0%	17,011	8,580	65.4%	0.7%
6	February	1,271,845	25,723	2.0%	15,967	1,543	62.1%	0.1%
7	March	1,262,687	42,790	3.4%	20,239	1,667	47.3%	0.1%
8	April	1,264,951	26,670	2.1%	4,539	371	17.0%	0.0%
9	May	-						
10	June	-						
11	July	-						
12	August	-						
13	September	-						
14	October	-						
15	November	-						
16	December	-						
17	YTD	1,264,951	121,209	9.6%	57,756	12,161	47.6%	1.0%
18	<sup>[1]</sup> Counts have been updated to exclude existing CARE participants who re-enrolled before their recertification date.							
19	<sup>[2]</sup> Recertification results are tied to the month initiated. Therefore, recertification results may be pending due to the time permitted for a participant to respond.							

	A	B	C	D	E	F	G
	<b>CARE Table 7</b> <b>Capitation Contractors</b> <b>Through April 2016 - Southern California Edison</b>						
1							
2							
3							
4	<b>Contractor</b> <sup>[1]</sup>	<b>Contractor Type</b> (Check one or more if applicable)				<b>Current Month</b> <sup>[2]</sup>	<b>Year-to-Date</b> <sup>[2]</sup>
5		<b>Private</b>	<b>CBO</b>	<b>WMDVBE</b>	<b>LIHEAP</b>		
6	A&P OLDER ADULTS TASK FORCE		X			-	-
7	ACCESS CALIFORNIA SERVICES		X			-	-
8	ALPHA ENTERPRISES	X				-	1
9	ALTADENA COMM IMPROVEMENT CTR		X			-	-
10	ALTAMED HEALTH SVCS CORP		X			-	-
11	AMERICAN RED CROSS- ANTELO VLY		X			-	-
12	AMERICAN-RUSSIAN BUS COUNCIL		X			-	-
13	ANOTHER HURRICANE PROJECT, INC		X			-	-
14	ANTELOPE VLY BOYS & GIRLS CLUB		X			-	-
15	APAC SERVICE CENTER		X			1	8
16	ASIAN AMERICAN DRUG ABUSE PROG		X			1	4
17	ASIAN AMERICAN RESOURCE CENTER		X			1	1
18	ASIAN PACIF/AM DISPUTE RES CTR		X			-	-
19	ASIAN REHABILITATION SVCS, INC.		X			-	-
20	ASIAN YOUTH CENTER		X			-	-
21	ATLANTIC COMM ECON DEV CORP	X				-	-
22	B&D SECURITY, INC.	X				-	-
23	BAPAC		X			-	-
24	BELL GARDENS COMM SVC CENTER		X			-	-
25	BELLFLOWER USD/CARING CONN.	X				-	-
26	BEST BUY CO., INC (1018)	X				-	-
27	BEST BUY CO., INC (102)	X				-	-
28	BEST BUY CO., INC (1782)	X				-	-
29	BEST BUY CO., INC. (111)	X				-	-
30	BEST BUY STORES LP (1018)	X				-	-
31	BEST BUY STORES LP (102)	X				-	-
32	BEST BUY STORES LP (103)	X				-	-
33	BEST BUY STORES LP (111)	X				-	-
34	BEST BUY STORES LP (119)	X				-	-
35	BEST BUY STORES LP (1782)	X				-	-
36	BEST PARTNERS	X				4	88
37	BETHEL BAPTIST CHURCH		X			-	-
38	BISHOP PAUTE TRIBE		X			-	-
39	BOY SCOUTS - OC COUNCIL		X			-	-
40	BOYS & GIRLS CLUB MOUNT COM		X			-	-
41	BOYS & GIRLS CLUB OF SAN BERN		X			-	-
42	BOYS & GIRLS CLUB OF SANTA BAR		X			-	-
43	BOYS&GIRLS CLUB OF SAN GABRIEL		X			-	-
44	BRIDGES OF HOPE		X			-	-
45	BURGERS INC, DBA ENERGYSAVE	X				-	-
46	CAP OF SAN BERNARDINO CTY		X		X	-	-
47	CAREGIVERS VOLUNTEERS ELDERLY		X			-	-
48	CASA CARDENAS COUNSELING CTR		X			-	-
49	CASA RAMONA, INCORPORATED		X			-	-
50	CATHEDRAL CITY SENIOR CENTER		X			-	-
51	CATHEDRAL OF PRAISE		X			-	-
52	CATHOLIC CHARITIES GOOD NEWS		X			-	-
53	CATHOLIC CHARITIES OF LA INC		X			-	-
54	CATHOLIC CHARITIES OF ORANGE C		X			-	-
55	CATHOLIC CHARITIES-SB/RIVERSID		X			-	-
56	CATHOLIC CHARITIES-VENTURA		X			-	-
57	CATHOLIC EDUCATION FNDTN LA		X			-	-
58	CB INVESTMENT		X			-	-
59	CENTRO C.H.A., INC.		X			-	-
60	CENTRO SHALOM		X			-	-
61	CHARO COMMUNITY DEVELOPMENT CO		X			-	-
62	CHILDRENS BUREAU OF SO CAL		X			-	-
63	CHINATOWN SERVICE CENTER		X			-	-
64	CHINESE CHRISTIAN HERALD CRUS.		X			-	1
65	CHINO NEIGHBORHOOD HOUSE		X			-	-

	A	B	C	D	E	F	G
	CARE Table 7 Capitation Contractors Through April 2016 - Southern California Edison						
1	Contractor <sup>[1]</sup>	Contractor Type (Check one or more if applicable)				Current Month <sup>[2]</sup>	Year-to- Date <sup>[2]</sup>
2		Private	CBO	WMDVBE	LIHEAP		
3							
4							
66	CHINO VLY CHAMBER OF COMMERCE		X			-	-
67	CHRIST UNITY CENTER		X			-	-
68	CITHOUSING REAL ESTATE SERVICES		X			-	-
69	CITRUS VALLEY HEALTH PARTNERS		X			-	-
70	CITY OF BEAUMONT SENIOR CENTER	X				-	-
71	CITY OF LA QUINTA SENIOR CTR		X			-	-
72	CITY OF REFUGE RESCUE OUTREACH		X			-	-
73	COACHELLA VALLEY HSG COALITION		X			-	-
74	COMM ACT COMM STA B COUNTY		X			-	-
75	COMM ACTION OF VENTURA COUNTY		X			-	-
76	COMM ACTION PARTNERSHIP OF OC		X		X	-	-
77	COMM ASSIST PROGRAM MORENO VLY		X			-	-
78	COMM CENTER AT TIERRA DEL SOL		X			-	-
79	COMM SVC & EMPLOYMENT TRAINING		X			-	-
80	COMMUNITY ENHANCEMENT SERV		X			-	-
81	COMMUNITY PANTRY		X			-	-
82	COMMUNITY SETTLEMENT ASSOC.		X			-	-
83	COR COMM. DEVELOPMENT CORP.		X			-	-
84	CORONA NORCO FAMILY YMCA		X			-	1
85	COSTA MESA COMM FOUNDATION		X			-	-
86	COUNCIL ON AGING-ORANGE COUNTY		X			-	-
87	COVE COMM SENIOR ASSOC		X			-	-
88	CRISIS MINISTRY CHURCH OF VLY		X			-	-
89	CROSSROADS CHRISTIAN CHURCH		X			-	-
90	CRYSTAL STAIRS, INC.		X			-	-
91	DENTECH CONSULTING SERVICE		X			-	-
92	DESERT ARC		X			-	-
93	DESERT MANNA MINISTRIES INC		X			-	1
94	DISABLED RESOURCES CTR, INC		X			-	7
95	DOVE ENTERPRISES		X			-	-
96	DUARTE COMMUNITY SVC COUNCIL		X			-	-
97	DVEAL CORPORATION INC.	X				-	-
98	EAST LA BOYS & GIRLS CLUB		X			-	-
99	ECCLESIAS ECON-COMM DEV COLLAB		X			-	-
100	ECONOMIC & EMPLOYMENT DVL P CTR	X				-	-
101	EL CONCILO DEL CONDADO DE		X			-	-
102	EL SOL SCIENCE & ARTS ACADEMY		X			-	-
103	ENERGY CONSERV CONSULTANTS INC		X			-	-
104	ESCUELA DE LA RAZA UNIDA		X			-	-
105	FAIR HOUSING COUNCIL RIVERSIDE		X			-	-
106	FAITH GRACE CHINESE CHURCH		X			-	-
107	FAME ASSISTANCE CORPORATION		X			-	-
108	FAMILIES - COSTA MESA		X			-	-
109	FAMILIES FORWARD		X			-	-
110	FAMILY HEALTHCARE NETWORK		X			-	-
111	FAMILY SERVICE ASSOCIATION	X				-	-
112	FAMILY SVC ASSOC - W RIVERSIDE		X			-	-
113	FAMILY SVC ASSOC OF REDLANDS		X			-	-
114	FCI MANAGEMENT CONSULTANTS	X				-	-
115	FELLOWSHIP OF HOPE, INC.		X			-	-
116	FIRST STEP TRANSITIONAL LIVING		X			-	-
117	FOOD SHARE		X			-	2
118	FOUNDATION FOR COMM & FAM HLTH		X			-	-
119	FRIENDSHIP MISSIONARY BAPTIST		X			-	-
120	GARVEY SCHOOL DISTRICT	X				-	-
121	GO THE CALENDAR STOP		X			203	798
122	GOD PROVIDES MINISTRY, INC		X			-	-
123	GOLD STAR MEDIA GROUP		X			-	-
124	GOODWILL INDUSTRIES OF SO CAL		X			-	-
125	GOODWILL OF ORANGE COUNTY CA		X			-	-
126	HANNA'S HOUSE		X			-	-

	A	B	C	D	E	F	G
	<b>CARE Table 7</b> <b>Capitation Contractors</b> <b>Through April 2016 - Southern California Edison</b>						
1							
2							
3		Contractor Type (Check one or more if applicable)			Current Month <sup>[2]</sup>	Year-to- Date <sup>[2]</sup>	
4		Private	CBO	WMDVBE	LIHEAP		
127	Harvest Time Ministries		X			-	-
128	Heart of Compassion		X			-	-
129	Help of Ojai, Inc.		X			-	-
130	Helping Hands of Mt Zion		X			-	-
131	High Desert D.V. Prog., Inc.		X			-	-
132	High Desert Trans. Lving. Conn.		X			-	-
133	High Desert Youth Center		X			-	-
134	HNGTN PK-ADULT SCHOOL GAGE BR	X				-	-
135	HOLLON MARKETING SYSTEM		X			-	-
136	HOSANNA COMMUNITY CHURCH		X			-	-
137	HOUSING AUTH.-SAN BUENAVENTURA		X			-	-
138	HOUSING AUTHORITY OF KINGS CO		X			-	-
139	HOUSING WITH HEART INC		X			-	-
140	HUB CITIES CAREER WORKSOURCE		X			-	-
141	HUMAN SERVICES ASSOCIATION		X			-	-
142	IECAAC		X			-	-
143	KERNVILLE UNION SCHOOL DISTRIC	X				-	-
144	KINGDREW'S SUPPORTERS, INC.		X			-	-
145	KINGS COMMUNITY ACTION ORG		X			-	-
146	KINGS CTY COMMISSION ON AGING		X			-	-
147	KNIGHTS OF COLUMBUS - 12834		X			-	-
148	KOREAN AM SENIORS ASSOC OF OC		X			-	-
149	KOREAN AMERICAN FMLY SVC CTR		X			-	-
150	KOREAN CHURCHES COMM DEV.- KCCD		X			-	-
151	KOREAN COMMUNITY SERVICES		X			-	-
152	LA COUNTY HOUSING AUTHORITY	X				-	-
153	LALI MOHENO & ASSOCIATES		X			-	-
154	LATINO HEALTH ACCESS		X			-	-
155	LEAP THROUGH THE FIRE FTH MIN.		X			-	-
156	LIBERTY TAX SERVICE	X				-	-
157	LIGHTHOUSE LEARNING RES CTR	X				-	-
158	LITTLE TOKYO SERVICE CENTER		X			-	-
159	LONG BCH LESBIAN AND GAY PRIDE		X			-	-
160	LOS ANGELES MUSIC/ART SCHOOL	X				-	-
161	LOS ANGELES URBAN LEAGUE		X			-	-
162	LOS SERRANOS ELEM SCHOOL PTA		X			-	-
163	LOVELAND CHURCH JUBILEE PARTY		X			-	-
164	LTSC COMM. DEVEL. CORP		X			-	1
165	LUTHERAN SOCIAL SVC OF SO CAL		X			-	-
166	LUTHERAN SOCIAL SVCS OF SO CA		X			-	-
167	LYNWOOD UNIFIED SCHOOL DIST	X				-	-
168	MARAVILLA FOUNDATION		X		X	-	-
169	MAYWOOD CHAMBER OF COMMERCE	X				-	-
170	MEALS ON WHEELS WEST		X			-	-
171	MENTAL HEALTH ASSOCIATION		X			-	-
172	MERCI MINISTRY		X			-	-
173	MEXICAN AMERICAN OPPORTUNITY		X			-	-
174	MISSION EBENEZER FAMILY CHURCH		X			-	-
175	MITZEL SENIOR CENTER		X			-	-
176	MONTCLAIR/ONTARIO JR WMS. CLUB		X			-	-
177	MONTEBELLO HOUSING DEVELOPMENT		X			-	-
178	MOORPARK SENIOR CITIZENS INC		X			-	-
179	MOUNTAIN VIEW COMMUNITY CHURCH		X			-	-
180	MTN COMM FAM RESOURCE CNTR					-	1
181	MTN. COMMUNITIES HEALTHY START		X			-	-
182	MULTICULTURAL CIV ASSOC MOR VL		X			-	-
183	NEHEMAH MINISTRIES		X			-	-
184	NEW DIRECTION COMMUNITY CHURCH		X			-	-
185	NEW GREATER CIR. MISSION, INC	X				-	-
186	NEW HOPE VILLAGE, INC		X			-	-
187	NEW HORIZONS CAREGIVERS GROUP		X			-	1

	A	B	C	D	E	F	G	
	CARE Table 7 Capitation Contractors Through April 2016 - Southern California Edison							
1			Contractor Type (Check one or more if applicable)			Current Month <sup>[2]</sup>	Year-to- Date <sup>[2]</sup>	
2			Private	CBO	WMDVBE			LIHEAP
3								
4	Contractor <sup>[1]</sup>							
188	NORCO SNR CTR PET RELIEF FUND		X			-	-	
189	NOW AND FOREVER BODY OF CHRIST		X			-	-	
190	OC BLACK CHAMBER OF COMMERCE		X			-	-	
191	OCCC	X				-	2	
192	ONEOC		X			1	6	
193	OPERATION GRACE		X			-	-	
194	ORNGE CO CONGREGATION COMM ORG		X			-	-	
195	OUR COMMUNITY WORKS		X			-	-	
196	OUR LADY OF HOPE CATH COMM INC		X			-	-	
197	OUR LADY OF LOURDES SCHOOL		X			-	-	
198	OXNARD/HUENEME SALVATION ARMY		X			-	-	
199	PACIFIC ASIAN CONSORTIUM EMPLO		X		X	-	-	
200	PACIFIC ISLANDER HLTH (PIHP)		X			-	-	
201	PAVING THE WAY FOUNDATION		X			-	1	
202	PAVING THE WAY FOUNDATION		X			-	-	
203	PERRIS COMMUNITY PARTNERSHIP		X			-	-	
204	PIONEER FINANCIAL GROUP CORP.	X				-	-	
205	POMONA MINESTRY OF ECONOMICS		X			-	-	
206	PREMIER REALTY		X			-	-	
207	PRIME TIME SCHOOL		X			-	-	
208	PROJECT DVRSN ALT FOR YOUTHS		X			-	-	
209	PROTEUS, INC.		X		X	-	-	
210	QUINN COMMUNITY OUTREACH CORP.		X			-	-	
211	REACH OUT 29		X			-	-	
212	REBUILDING TOGETHER CHRISTMAS		X			-	-	
213	REDONDO BEACH UNIFIED SCH DIST	X				-	-	
214	RESTORE TO HOPE		X			-	-	
215	RIALTO CHAMBER OF COMMERCE	X				-	-	
216	RIVERSIDE DEPT COMM ACTION		X		X	1	1	
217	ROP VIRTUAL ENTERPRISE CLASS		X			-	-	
218	RSVP OF SOUTH BAY		X			-	-	
219	S COAST CHINESE CULTURAL ASSOC.		X			-	-	
220	SALVATION ARMY (SO. CAL DIV)		X			-	-	
221	SALVATION ARMY SANTA FE SPGS		X			-	-	
222	SALVATION ARMY SOUTHEAST CORPS		X			-	-	
223	SAMARITAN'S HELPING HAND	X				-	-	
224	SAN GRIGORIO PASS HISP CHAMBE	X				-	-	
225	SANTA ANITA FAMILY SERVICE		X			-	-	
226	SANTA CLARITA ATHLETIC ASSCTN		X			-	-	
227	SANTA CLARITA VLY COMM AGING		X			-	-	
228	SANTIAGO COMPOSTELA CATHOLIC		X			-	-	
229	SB CNTY SEXUAL ASSAULT SERVICE		X			-	-	
230	SEARCH TO INVOLVE FILIPINO		X			-	-	
231	SENIOR ADVOCATES OF THE DESERT		X			-	2	
232	SERVING PEOPLE IN NEED (SPIN)		X			-	-	
233	SGUSD/SAN GABRIEL FAMILY CTR	X				-	-	
234	SHARE OUR SELVES		X			-	-	
235	SMILES FOR SENIORS FOUND.		X			-	-	
236	SO. ANTELOPE VLY EMERGENCY SVC		X			-	-	
237	SOCIETY OF ST VINCENT DE PAUL		X			-	-	
238	SOMEBODY CARES-- RANCHO CUCAMO		X			-	-	
239	SOMEBODY CARES SOUTHLAND		X			-	-	
240	SONRISE COMMUNITY OUTREACH INC		X			-	-	
241	SOUTHEAST CITIES SERVICE CTR.		X			-	-	
242	SOUTHEAST COMMUNITY DEVELOPMEN		X			-	-	
243	SOUTHEAST RIOVISTA FAMILY YMCA		X			-	-	
244	SOUTHWEST MIN EC DVLP ASSOC.		X			-	-	
245	SOWING SEEDS FOR LIFE		X			-	-	
246	SPECIAL SVC FOR GROUPS		X			-	-	
247	SPIRIT OF THE EAGLE FOUNDATION		X			-	-	
248	ST ANNE SCHOOL		X			-	-	



	A	B	C	D	E	F	G
<b>CARE Table 7</b> <b>Capitation Contractors</b> <b>Through April 2016 - Southern California Edison</b>							
1							
2							
3		Contractor Type (Check one or more if applicable)					Current Month <sup>[2]</sup>
4		Private	CBO	WMDVBE	LIHEAP		
249	ST EMYDIUS CHURCH		X			-	-
250	ST FRANCIS MEDICAL CTR HLTH		X			-	-
251	ST JOSEPH CHURCH		X			-	-
252	ST MARY'S CHURCH		X			-	-
253	ST PIUS V CHURCH		X			-	-
254	ST POLYCORP FAMILY SUPPORT CTR		X			-	-
255	ST VINCENT DE PAUL		X			-	-
256	ST. CLARE CHURCH		X			-	-
257	ST. HILARYS CHURCH ARCHBISHOP		X			-	-
258	ST. MATTHIAS ELEMENTARY SCHOOL	X				-	-
259	STA BARBARA HISP CHMBR OF COM		X			-	-
260	STA BARBARA NGBORHD CLINICS		X			-	-
261	STOP VIOLENCE INCREASE PEACE		X			-	-
262	SUNSHINE YOUTH SERVICES, INC		X			-	-
263	TELACU RESIDENTIAL MGMT, INC		X			-	-
264	TEMECUA SENIOR CITIZENS CENTE		X			-	-
265	TEMPLO CALVARIO, INC.		X			-	-
266	THAI HEALTH & INFO SVCS		X			-	-
267	THE AL & DOROTHY KEEN CTR		X			-	-
268	THE CAMBODIAN FAMILY		X			-	-
269	THE GREEN TEAM		X			-	-
270	THEODORE ROOSEVELT ELEMENTARY	X				-	-
271	TODEC LEGAL CENTER, INC.		X			-	-
272	TRANSFORMING LIVES INC.		X			-	-
273	TRINITY COMMUNITY OUTREACH		X			-	-
274	TRUEVINE COMMUNITY OUTREACH		X			-	-
275	TULARE EMERGENCY AID COUNCIL		X			-	-
276	UNITED CAMBODIAN COMMUNITY INC		X			-	-
277	UNITED STEEL WKRS OF AM 2018		X			-	-
278	UNITY SHOPPE		X			-	-
279	UP CLOSE PROMOTIONS	X				-	-
280	VENTURA CITY HOUSING AUTHORITY	X				-	-
281	VETERANS IN COMMUNITY SERVICE		X		X	-	-
282	VICTOR VALLEY COMM SVC COUNCIL		X			-	-
283	VICTOR VLY COMM DENTAL SVC PRG		X			-	-
284	VIETNAMESE COMM OF SVC CAL		X			-	-
285	VIETNAMESE COMMUNITY OF OC INC		X			-	-
286	VOICES OF INDIGENOUS PEOPLE		X			-	-
287	VOLUNTEERS OF EAST LOS ANGELES		X			-	-
288	WAKE UP INCORPORATED		X			-	-
289	WALKING SHIELD AM INDIAN SOC		X			-	-
290	WBC ENTERPRISES, LLC		X			-	-
291	WEST ANGELES CDC		X			-	-
292	WESTSIDE COMM SVCS CTR		X			-	-
293	WINNING OUR WORLD		X			-	-
294	WISE SENIOR SERVICES		X			-	-
295	WORLD HARVEST FELLOWSHIP MINIS		X			-	-
296	WRAP FAMILY SERVICES		X			-	-
297	YOUTH EMPL SVC - HARBOR AREA		X			-	-
298	YWCA INTERVALE SENIOR SERVICES		X			-	-
299	<b>TOTAL</b>					<b>212</b>	<b>927</b>
300							
301							
302							

<sup>[1]</sup> All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.

<sup>[2]</sup> Numbers reflect customers that have been placed on the rate YTD. Capitation payments may lag by a month or more depending on when SCE is invoiced by the contractors.

	A	B	C	D	E	F	G	H	I
1	<b>CARE Table 8</b> <b>Participants as of Month-End</b> <b>Through April 2016 - Southern California Edison</b>								
2									
3	2015	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change	Total Residential Accounts
4	January			1,277,380	1,277,380	1,520,058	84.0%	-	4,426,473
5	February			1,271,845	1,271,845	1,520,058	83.7%	-0.4%	4,426,473
6	March			1,262,687	1,262,687	1,520,058	83.1%	-0.6%	4,426,473
7	April			1,264,951	1,264,951	1,520,058	83.2%	0.1%	4,426,473
8	May								
9	June								
10	July								
11	August								
12	September								
13	October								
14	November								
15	December								
16	YTD			1,264,951	1,264,951	1,520,058	83.2%	-0.82%	4,426,473

	A	B	C	D	E
	<b>CARE Program Table 9</b>				
1	<b>Expenditures for CHANGES Pilot</b>				
2	<b>Through April 2016 - Southern California Edison</b>				
		<b>Authorized 2016 Budget <sup>[1]</sup></b>	<b>Current Month Expenses</b>	<b>Expenses Since Jan. 1, 2016</b>	<b>% of 2016 Budget Expensed</b>
3					
4	<b>Pilots</b>				
5	<b>CHANGES</b>	\$ 110,160	\$ 18,549	\$ 37,476	34%
6	<b>Total Pilots</b>	\$ 110,160	\$ 18,549	\$ 37,476	34%
7	<a href="#">[1]</a> Interim CPUC Decision dated December 17, 2015 ordered that CHANGES funding will remain at the current 2015 level until the final decision is issued.				

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	CARE Table 10 CHANGES One-On-One Customer Assistance Sessions															
2	Southern California Edison															
3	Reporting Period February 1, 2016, through February 29, 2016															
4	Date <sub>[3]</sub>	CHANGES Participants' self-identified language of preference	Description of the session content identifying service provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues) <sub>[2]</sub>	Description of each contact made with that customer's utility until a solution is reached.	If on CARE,		Number of Enrollment			Customer Receiving Assistance			Customer Receiving			Calls to 800 # Recorded by IOU <sub>[1]</sub>
5					#	How Enrolled	CAR E	FERA	Medical Baseline	#	Dedicated Toll-Free		#	Dedicated Toll-Free		
6											1 = Yes 0 = No	Reason 800 # Not Used		1 = Yes 0 = No	Reason 800 # Not Used	
7	2016-02-24	Mandarin	Energy Assistance Fund Application Educated on Energy Efficiency/ Conservation	Not Available	1	Call Center	0	0	0	1	0	Meeting with client.	1			
8	2016-02-24	Chinese/Cantonese	Energy Assistance Fund Application Educated on Energy Efficiency/ Conservation	Not Available	1	Other Source	0	0	0	1	0	Meeting with client.	0			
9	2016-02-17	Chinese/Cantonese	Energy Assistance Fund Application Educated on Energy Efficiency/ Conservation	Not Available	1	Call Center	0	0	0	1	0	Meeting with client.	0			
10	2016-02-22	Spanish	Educated on Energy Assistance Programs Set Up/Change Payment Extension	Not Available	1	Recertification and Verification Processing	0	0	0	1	0	Meeting with client.	0			
11	2016-02-10	Spanish	ESAP Application Assistance	Not Available	1	Recertification and Verification Processing	0	0	0	0	1		0			

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	CARE Table 10 CHANGES One-On-One Customer Assistance Sessions															
2	Southern California Edison															
3	Reporting Period February 1, 2016, through February 29, 2016															
4	Date <sup>[3]</sup>	CHANGES Participants' self-identified language of preference	Description of the session content identifying service provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues) <sup>[2]</sup>	Description of each contact made with that customer's utility until a solution is reached.	If on CARE,		Number of Enrollment			Customer Receiving Assistance			Customer Receiving			Calls to 800 # Recorded by IOU <sup>[1]</sup>
5					#	How Enrolled	CAR E	FERA	Medical Baseline	#	Dedicated Toll-Free		#	Dedicated Toll-Free		
6											1 = Yes 0 = No	Reason 800 # Not Used		1 = Yes 0 = No	Reason 800 # Not Used	
12	2016-02-23	Spanish	Educated on CARE/FERA Educated on Energy Assistance Programs	Not Available	1	Internet Enrollment	0	0	0	0	0	Meeting with client.	0			
13	2016-02-18	Spanish	HEAP/LiHeap Application Assistance Request Meter Service or Testing Set Up/Change Payment Extension	Not Available	1	Recertification and Verification Processing	0	0	0	1	1		1			
14	2016-02-16	Spanish	Educated on CARE/FERA Educated on Energy Assistance Programs Request Meter Service or Testing Set Up/Change Payment Extension	Not Available	0	N/A	0	0	0	1	1		0			
15	2016-02-17	Spanish	Educated on CARE/FERA	Not Available	1	Internet Enrollment	0	0	0	0	1		0			

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	CARE Table 10 CHANGES One-On-One Customer Assistance Sessions															
2	Southern California Edison															
3	Reporting Period February 1, 2016, through February 29, 2016															
4	Date <sub>[3]</sub>	CHANGES Participants’ self-identified language of preference	Description of the session content identifying service provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues) <sub>[2]</sub>	Description of each contact made with that customer’s utility until a solution is reached.	If on CARE,		Number of Enrollment			Customer Receiving Assistance			Customer Receiving			Calls to 800 # Recorded by IOU <sub>[1]</sub>
5					#	How Enrolled	CAR E	FERA	Medical Baseline	#	Dedicated Toll-Free		#	Dedicated Toll-Free		
6											1 = Yes 0 = No	Reason 800 # Not Used		1 = Yes 0 = No	Reason 800 # Not Used	
16	2016-02-12	Spanish	Educated on Energy Efficiency/ Conservation Request Meter Service or Testing	Not Available	1	Data Sharing	0	0	0	0	1		0			
17	2016-02-10	Spanish	HEAP/LiHeap Application Assistance ESAP Application Assistance	Not Available	1	Call Center	0	0	0	0	1		0			
18	2016-02-10	Spanish	ESAP Application Assistance	Not Available	1	Special Projects	0	0	0	0	0	Meeting with client.	1			
19	2016-02-10	Spanish	ESAP Application Assistance	Not Available	1	Data Sharing	0	0	0		1		1			
20	2016-02-08	Spanish	Bill Education Set Up/Change Payment Plan	Not Available	0	N/A	0	0	0	1	1		1			
21	2016-02-03	Spanish	HEAP/LiHeap Application Assistance Request Meter Service or Testing Verified Bill	Not Available	1	Data Sharing	0	0	0	1	1		1			

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	CARE Table 10 CHANGES One-On-One Customer Assistance Sessions															
2	Southern California Edison															
3	Reporting Period February 1, 2016, through February 29, 2016															
4	Date <sup>[3]</sup>	CHANGES Participants' self-identified language of preference	Description of the session content identifying service provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues) <sup>[2]</sup>	Description of each contact made with that customer's utility until a solution is reached.	If on CARE,		Number of Enrollment			Customer Receiving Assistance			Customer Receiving			Calls to 800 # Recorded by IOU <sup>[1]</sup>
5					#	How Enrolled	CAR E	FERA	Medical Baseline	#	Dedicated Toll-Free		#	Dedicated Toll-Free		
6											1 = Yes 0 = No	Reason 800 # Not Used		1 = Yes 0 = No	Reason 800 # Not Used	
22	2016-01-03	Spanish	ESAP Application Assistance Request Meter Service or Testing	Not Available	1	Call Center	0	0	0	0	1		0			

	A	B	C	D	E	F	G
1	<b>CARE Table 11 CHANGES Group Customer Assistance Sessions(2)(3)</b>						
2	<b>Southern California Edison</b>						
3	<b>Reporting Period February 1, 2016, through February 29, 2016</b>						
4	<b>Date</b>	<b>Session Language</b>	<b>Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)</b>	<b>Sessions Logistics</b>			<b>Description of Information / Literature Provided</b>
5				<b># of Sessions</b>	<b>Length<sup>(1)</sup> (Hours)</b>	<b>Number of Attendees<sup>(4)(5)(6)</sup></b>	
6	Not Available	Armenian	Understanding Your Bill	1	0.5	8	N/A
7	Not Available	English	Understanding Your Bill	2	0.5	14	N/A
8	Not Available	Japanese	Understanding Your Bill	1	0.5	1	N/A
9	Not Available	Korean	Understanding Your Bill	1	0.5	2	N/A
10	Not Available	Spanish	Understanding Your Bill	4	0.5	76	N/A
11	Not Available	Vietnamese	Understanding Your Bill	1	0.5	14	N/A
12	Not Available	English	Safety Tips	1	0.5	3	N/A
13	Not Available	Spanish	Safety Tips	4	0.5	64	N/A
14	Not Available	Tagalog	Safety Tips	3	0.5	75	N/A
15	Not Available	Tagalog	Level Pay Plan	5	0.5	80	N/A
16	Not Available	Japanese	Energy Conservation	1	0.5	12	N/A
17	Not Available	Korean	Energy Conservation	1	0.5	2	N/A
18	Not Available	Spanish	Energy Conservation	3	0.5	36	N/A
19	Not Available	Cantonese	CARE/FERA and Other Assistance Programs	1	0.5	9	N/A
20	Not Available	English	CARE/FERA and Other Assistance Programs	3	0.5	46	N/A
21	Not Available	Spanish	CARE/FERA and Other Assistance Programs	3	0.5	37	N/A
22	Not Available	Tagalog	CARE/FERA and Other Assistance Programs	4	0.5	80	N/A
23	Not Available	Vietnamese	Avoiding Disconnection	1	0.5	9	N/A
24	Not Available	English	Avoiding Disconnection	3	0.5	57	N/A
25	Not Available	Cantonese	High Energy Use	1	0.5	9	High Use Handout
26	Not Available	Spanish	High Energy Use	2	0.5	35	High Use Handout
27	Not Available	Spanish	High Energy Use	2	0.5	35	High Use Handout
28	Not Available	Spanish	High Energy Use	2	0.5	35	High Use Handout